

HMO Company Complaint Record -- General Summary 2002

Company Name	Number of Complaints Originated by:							Disposition of Complaints				
	HCP Enrollment	Total Complaints	Total DOI Complaints	A) Consumer / Enrollee	B) Provider	C) other individual	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted	
AETNA U S HEALTHCARE OF ILLINOIS INC	50,086	664	48	598	53	13	14	505	0	3	156	
BCI HMO INC	127	1	1	0	0	1	0	1	0	0	0	
CIGNA HEALTHCARE OF ILLINOIS INC	7,360	76	22	45	26	5	1	47	4	10	15	
CIGNA HEALTHCARE OF ST LOUIS INC	1,402	14	0	1	12	1	0	7	0	0	7	
COUNTRY MEDICAL PLANS INC	0	0	0	0	0	0	0	0	0	0	0	
GROUP HEALTH PLAN INC	26,254	39	27	35	2	2	3	18	2	5	14	
HEALTH ALLIANCE MEDICAL PLANS INC	142,847	397	109	260	111	26	21	167	7	13	210	
HEALTH ALLIANCE MIDWEST INC	823	0	0	0	0	0	0	0	0	0	0	
HEALTH CARE SERVICE CORP MUT LEG RES CO	831,224	2,052	385	854	534	664	0	1,360	313	56	323	
HEALTH LINK HMO INC	6,521	3	0	0	3	0	0	0	0	0	3	
HUMANA HEALTH PLAN INC	377,676	2,362	95	1,427	772	163	0	1,459	47	16	840	
JOHN DEERE HEALTH PLAN INC	33,247	76	7	76	0	0	7	10	3	7	56	
MEDICAL ASSOCIATES HEALTH PLAN INC	3,203	5	0	5	0	0	0	0	0	3	2	
MERCY HEALTH PLANS OF MISSOURI INC	11,112	45	2	45	0	0	0	10	1	20	14	
NEVADACARE INC	95	19	0	4	15	0	0	17	0	0	2	
ONE HEALTH PLAN OF ILLINOIS INC	16,371	62	9	38	11	13	10	33	4	11	14	
OSF HEALTH PLANS INC	66,700	1,663	43	1,634	17	12	3	840	18	0	805	
PERSONALCARE INSURANCE OF ILLINOIS INC	68,353	1,541	132	1,373	146	22	3	816	27	1	697	
PRUDENTIAL HEALTH CARE PLAN, INC	0	9	0	8	1	0	0	5	0	0	4	
ROCKFORD HEALTH PLANS INC	31,418	89	28	57	7	25	3	13	1	25	50	
UNICARE HEALTH PLANS	158,892	1,841	144	668	1,140	33	12	562	9	700	570	
UNION HEALTH SERVICE INC	27,839	36	0	36	0	0	0	14	4	7	11	
UNITED HEALTHCARE OF ILLINOIS INC	67,073	1,228	131	251	107	870	1	499	26	130	573	
UNITED HEALTHCARE OF THE MIDWEST INC	22,529	228	11	176	23	29	0	86	2	44	96	
TOTALS	1,951,152	12,450	1,194	7,591	2,980	1,879	78	6,469	468	1,051	4,462	

As of: December 31, 2002

Source: Illinois Department of Insurance

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